



# TORQ Analysis of Office Clerks, General to Billing, Cost, and Rate Clerks

## INPUT SECTION:

Transfer	Title	O*NET	Filters		
From Title:	Office Clerks, General	43-9061.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Billing, Cost, and Rate Clerks	43-3021.02	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

## OUTPUT SECTION:

Grand TORQ:

91

Ability TORQ		Skills TORQ		Knowledge TORQ	
Level	96	Level	81	Level	96

Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Information Ordering	48	6	59	Speaking	60	14	77	No Knowledge Upgrades Required!			
Mathematical Reasoning	41	6	56	Time Management	53	15	70				
Number Facility	44	5	53	Active Listening	68	11	83				
Speech Clarity	44	2	65	Writing	63	12	73				
Category Flexibility	44	2	56	Mathematics	48	9	74				
Oral Comprehension	51	1	68	Reading Comprehension	67	8	73				
Deductive Reasoning	42	1	62								

LEVEL and IMPT (IMPORTANCE) refer to the Target Billing, Cost, and Rate Clerks. GAP refers to level difference between Office Clerks, General and Billing, Cost, and Rate Clerks.

## ASK ANALYSIS

### Ability Level Comparison - Abilities with importance scores over 50

Description	Office Clerks, General	Billing, Cost, and Rate Clerks	Importance
Oral Comprehension	50	51	68
Oral Expression	57	50	68
Speech Recognition	55	48	65
Speech Clarity	42	44	65



Problem Sensitivity	46		44		62
Deductive Reasoning	41		42		62
Written Comprehension	48		48		59
Inductive Reasoning	41		41		59
Information Ordering	42		48		59
Near Vision	57		55		59
Category Flexibility	42		44		56
Mathematical Reasoning	35		41		56
Number Facility	39		44		53
Written Expression	46		42		50
Selective Attention	37		35		50

## Skill Level Comparison - Abilities with importance scores over 69

Description	Office Clerks, General	Billing, Cost, and Rate Clerks	Importance
Active Listening	57	68	83
Speaking	46	60	77
Mathematics	39	48	74
Reading Comprehension	59	67	73
Writing	51	63	73
Time Management	38	53	70

## Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Office Clerks, General	Billing, Cost, and Rate Clerks	Importance
Clerical	79	74	81
English Language	51	51	70

## Experience &amp; Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Office Clerks, General	Billing, Cost, and Rate Clerks	Description	Office Clerks, General	Billing, Cost, and Rate Clerks
10+ years	0%	0%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	0%	0%	Post-Masters Cert	0%	0%
4-6 years	6%	11%	Master's Degree	0%	0%
2-4 years	3%	14%	Post-Bachelor Cert	0%	0%
1-2 years	48%	35%	Bachelors	0%	18%
6-12 months	12%	15%	AA or Equiv	12%	24%
3-6 months	6%	8%	Some College	21%	4%
1-3 months	1%	0%	Post-Secondary Certificate	14%	15%
0-1 month	1%	0%	High School Diploma		



None	19%	<div><div></div><div></div></div>	13%	High School Diploma or GED	47%	<div><div></div><div></div></div>	35%
				No HSD or GED	4%	<div><div></div><div></div></div>	1%
Office Clerks, General				Billing, Cost, and Rate Clerks			
Most Common Educational/Training Requirement:							
Short-term on-the-job training				Moderate-term on-the-job training			
Job Zone Comparison							
2 - Job Zone Two: Some Preparation Needed				3 - Job Zone Three: Medium Preparation Needed			
Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.				Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.			
These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.				Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree. Some may require a bachelor's degree.			
Employees in these occupations need anywhere from a few months to one year of working with experienced employees.				Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers.			

## Tasks

Office Clerks, General	Billing, Cost, and Rate Clerks
Core Tasks	Core Tasks
Generalized Work Activities:	Generalized Work Activities:
<ul style="list-style-type: none"> <li>Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.</li> <li>Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.</li> <li>Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.</li> <li>Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.</li> <li>Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.</li> <li>Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.</li> </ul>	<ul style="list-style-type: none"> <li>Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.</li> <li>Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.</li> <li>Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.</li> <li>Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.</li> <li>Updating and Using Relevant Knowledge - Keeping up-to-date technically and applying new knowledge to your job.</li> </ul>
Specific Tasks	Specific Tasks
	Occupation Specific Tasks:
	<ul style="list-style-type: none"> <li>Answer mail and telephone inquiries regarding rates, routing, and procedures.</li> <li>Compile reports of cost factors, such as</li> </ul>



## Occupation Specific Tasks:

- Answer telephones, direct calls and take messages.
- Collect, count, and disburse money, do basic bookkeeping and complete banking transactions.
- Communicate with customers, employees, and other individuals to answer questions, disseminate or explain information, take orders and address complaints.
- Compile, copy, sort, and file records of office activities, business transactions, and other activities.
- Complete and mail bills, contracts, policies, invoices, or checks.
- Complete work schedules, manage calendars and arrange appointments.
- Compute, record, and proofread data and other information, such as records or reports.
- Count, weigh, measure, and/or organize materials.
- Deliver messages and run errands.
- Inventory and order materials, supplies, and services.
- Maintain and update filing, inventory, mailing, and database systems, either manually or using a computer.
- Make travel arrangements for office personnel.
- Monitor and direct the work of lower-level clerks.
- Open, sort and route incoming mail, answer correspondence, and prepare outgoing mail.
- Operate office machines, such as photocopiers and scanners, facsimile machines, voice mail systems and personal computers.
- Prepare meeting agendas, attend meetings, and record and transcribe minutes.
- Process and prepare documents, such as business or government forms and expense reports.
- Review files, records, and other documents to obtain information to respond to requests.
- Train other staff members to perform work activities, such as using computer applications.
- Troubleshoot problems involving office equipment, such as computer hardware and software.
- Type, format, proofread and edit correspondence and other documents, from notes or dictating machines, using computers or typewriters.

## Detailed Tasks

labor, production, storage, and equipment.

- Compute credit terms, discounts, shipment charges, and rates for goods and services in order to complete billing documents.
- Consult sources such as rate books, manuals, and insurance company representatives in order to determine specific charges and information such as rules, regulations, and government tax and tariff information.
- Contact customers in order to obtain or relay account information.
- Estimate market value of products or services.
- Keep records of invoices and support documents.
- Operate typing, adding, calculating, and billing machines.
- Perform bookkeeping work, including posting data and keeping other records concerning costs of goods and services and the shipment of goods.
- Prepare itemized statements, bills, or invoices; and record amounts due for items purchased or services rendered.
- Resolve discrepancies in accounting records.
- Review compiled data on operating costs and revenues in order to set rates.
- Review documents such as purchase orders, sales tickets, charge slips, or hospital records in order to compute fees and charges due.
- Track accumulated hours and dollar amounts charged to each client job in order to calculate client fees for professional services such as legal and accounting services.
- Type billing documents, shipping labels, credit memorandums, and credit forms, using typewriters or computers.
- Update manuals when rates, rules, or regulations are amended.
- Verify accuracy of billing data and revise any errors.

## Detailed Tasks

## Detailed Work Activities:

- answer customer or public inquiries
- compile data for financial reports
- complete patient bills
- compute financial data
- detect discrepancies on records or reports
- ensure correct grammar, punctuation, or spelling
- examine documents for completeness, accuracy, or conformance to standards
- fill out business or government forms



## Detailed Work Activities:

- answer calls using switchboard
- answer customer or public inquiries
- arrange teleconference calls
- assist with business or managerial research
- calculate monetary exchange
- carry messages or packages
- classify information according to content or purpose
- collate printed materials
- communicate with customers or employees to disseminate information
- compile data for financial reports
- compile itinerary of planned meetings or activities
- complete patient insurance forms
- compute financial data
- date stamp messages, mail, or other information
- develop travel itinerary
- direct and coordinate activities of workers or staff
- disburse checks to satisfy accounts payable
- distribute correspondence or mail
- ensure correct grammar, punctuation, or spelling
- enter time sheet information
- examine documents for completeness, accuracy, or conformance to standards
- fill out business or government forms
- fill out insurance forms
- fill out purchase requisitions
- greet customers, guests, visitors, or passengers
- index information resources
- maintain account records
- maintain appointment calendar
- maintain inventory of office equipment or furniture
- maintain inventory of office forms
- maintain job descriptions
- maintain legal forms
- maintain record of organization expenses
- maintain records, reports, or files
- maintain telephone logs
- maintain travel expense accounts
- manage inventories or supplies
- measure, weigh, or count products or materials
- obtain information from individuals
- operate business machines
- operate calculating devices
- maintain account records
- maintain balance sheets
- maintain inventory of office forms
- maintain records, reports, or files
- operate business machines
- prepare billing statements
- prepare cost estimates
- prepare reports
- process account invoices
- reconcile or balance financial records
- resolve customer or public complaints
- use accounting or bookkeeping software
- use accounting terminology
- use computers to enter, access or retrieve data
- use spreadsheet software
- use telephone communication techniques
- use word processing or desktop publishing software
- verify data from invoices to ensure accuracy
- write business correspondence



- operate duplicating equipment
- organize legal information or records
- perform office equipment maintenance not requiring service call
- prepare bank deposits
- prepare meeting agenda
- prepare or maintain employee records
- prepare tax reports
- prepare travel vouchers
- process account invoices
- process invoices
- process medical records
- process payroll documents, records, or checks
- proofread printed or written material
- provide customer service
- receive or disburse cash related to payments received
- resolve customer or public complaints
- route multi-line telephone calls
- schedule employee work hours
- schedule meetings or appointments
- select software for clerical activities
- sell products or services
- sort books, publications, or other items
- sort mail letters or packages
- take dictation
- take messages
- transcribe spoken or written information
- type document from machine transcription
- type letters or correspondence
- understand technical operating, service or repair manuals
- use accounting or bookkeeping software
- use computers to enter, access or retrieve data
- use library or online Internet research techniques
- use oral or written communication techniques
- use relational database software
- use spreadsheet software
- use telephone communication techniques
- use word processing or desktop publishing software
- write business correspondence

### Labor Market Comparison

Description	Office Clerks, General	Billing, Cost, and Rate Clerks	Difference
Median Wage	\$ 24,040	\$ 27,580	\$ 3,540



10th Percentile Wage	\$ 15,370	\$ 20,390	\$ 5,020
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 29,520	\$ 31,490	\$ 1,970
90th Percentile Wage	\$ 34,880	\$ 36,570	\$ 1,690
Mean Wage	\$ 24,580	\$ 27,790	\$ 3,210
Total Employment - 2007	13,910	1,990	-11,920
Employment Base - 2006	14,238	2,045	-12,193
Projected Employment - 2016	15,020	2,066	-12,954
Projected Job Growth - 2006-2016	5.5 %	1.0 %	-4.5 %
Projected Annual Openings - 2006-2016	339	28	-311

### National Job Posting Trends

Trend for Office Clerks, General

Trend for  
Billing,  
Cost, and  
Rate ClerksData from [Indeed](http://indeed.com)

### Recommended Programs

#### Accounting Technician

Accounting Technology/Technician and Bookkeeping. A program that prepares individuals to provide technical administrative support to professional accountants and other financial management personnel. Includes instruction in posting transactions to accounts, record-keeping systems, accounting software operation, and general accounting principles and practices.

Institution	Address	City	URL
Central Maine Community College	1250 Turner St	Auburn	<a href="http://www.cmcc.edu">www.cmcc.edu</a>
Kennebec Valley Community College	92 Western Ave	Fairfield	<a href="http://www.kvcc.me.edu">www.kvcc.me.edu</a>



University of Maine at Machias	9 O'Brien Ave	Machias	<a href="http://www.umm.maine.edu">www.umm.maine.edu</a>
Northern Maine Community College	33 Edgemont Dr	Presque Isle	<a href="http://www.nmcc.edu">www.nmcc.edu</a>
General Office/Clerical and Typing Services			
General Office Occupations and Clerical Services. A program that prepares individuals to provide basic administrative support under the supervision of office managers, administrative assistants, secretaries, and other office personnel. Includes instruction in typing, keyboarding, filing, general business correspondence, office equipment operation, and communications skills.			
Institution	Address	City	URL
Northern Maine Community College	33 Edgemont Dr	Presque Isle	<a href="http://www.nmcc.edu">www.nmcc.edu</a>

### Maine Statewide Promotion Opportunities for Office Clerks, General

O* NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings
43-9061.00	Office Clerks, General	100	2	13,910	\$24,040.00	\$0.00	5%	339
43-9041.01	Insurance Claims Clerks	94	2	1,810	\$31,380.00	\$7,340.00	-8%	22
43-9041.02	Insurance Policy Processing Clerks	92	2	1,810	\$31,380.00	\$7,340.00	-8%	22
43-4031.03	License Clerks	91	2	1,190	\$27,650.00	\$3,610.00	9%	37
43-3021.02	Billing, Cost, and Rate Clerks	91	3	1,990	\$27,580.00	\$3,540.00	1%	28
43-4031.01	Court Clerks	91	2	1,190	\$27,650.00	\$3,610.00	9%	37
43-3051.00	Payroll and Timekeeping Clerks	90	3	650	\$30,470.00	\$6,430.00	-3%	17
43-6014.00	Secretaries, Except Legal, Medical, and Executive	90	2	10,400	\$28,260.00	\$4,220.00	-6%	172
43-6011.00	Executive Secretaries and Administrative Assistants	90	3	3,330	\$38,830.00	\$14,790.00	6%	76
43-3021.03	Billing, Posting, and Calculating Machine Operators	90	2	1,990	\$27,580.00	\$3,540.00	1%	28
43-3031.00	Bookkeeping, Accounting, and Auditing Clerks	89	3	7,220	\$29,840.00	\$5,800.00	6%	177
43-3021.01	Statement Clerks	89	2	1,990	\$27,580.00	\$3,540.00	1%	28
43-4011.00	Brokerage Clerks	89	3	270	\$39,120.00	\$15,080.00	-13%	8





43-9022.00	Word Processors and Typists	88	2	710	\$25,320.00	\$1,280.00	-18%	14
43-4141.00	New Accounts Clerks	88	2	210	\$28,080.00	\$4,040.00	-14%	6

### Top Industries for Billing, Cost, and Rate Clerks

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Offices of physicians	621100	17.01%	92,153	104,488	13.39%
General medical and surgical hospitals, public and private	622100	7.79%	42,214	42,062	-0.36%
Accounting, tax preparation, bookkeeping, and payroll services	541200	5.93%	32,120	34,285	6.74%
Management of companies and enterprises	551100	3.94%	21,323	22,123	3.75%
Local government, excluding education and hospitals	939300	2.88%	15,598	15,770	1.10%
Offices of dentists	621200	1.79%	9,712	10,372	6.80%
Depository credit intermediation	522100	1.73%	9,371	8,599	-8.24%
Employment services	561300	1.57%	8,524	9,710	13.91%
General freight trucking	484100	1.53%	8,265	8,413	1.80%
Automobile dealers	441100	1.53%	8,304	8,478	2.10%
Office administrative services	561100	1.50%	8,120	9,266	14.11%
Legal services	541100	1.32%	7,148	7,066	-1.15%
Professional and commercial equipment and supplies merchant wholesalers	423400	1.27%	6,896	7,235	4.91%
Self-employed workers, primary job	000601	1.26%	6,802	6,522	-4.12%
Home health care services	621600	1.24%	6,701	9,348	39.49%

### Top Industries for Office Clerks, General

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Local government, excluding education and hospitals	939300	6.76%	216,353	239,442	10.67%
Employment services	561300	5.73%	183,333	205,732	12.22%
Colleges, universities, and professional schools, public and private	611300	5.46%	174,730	192,577	10.21%
Elementary and secondary schools, public and private	611100	3.90%	124,823	129,588	3.82%
General medical and surgical hospitals, public and private	622100	3.64%	116,610	127,184	9.07%
State government, excluding education and hospitals	929200	3.15%	100,831	87,729	-12.99%



Offices of physicians	621100	2.61%	83,460	113,946	36.53%
Religious organizations	813100	1.96%	62,566	73,970	18.23%
Management of companies and enterprises	551100	1.74%	55,727	63,288	13.57%
Legal services	541100	1.54%	49,191	58,552	19.03%
Offices of real estate agents and brokers	531200	1.53%	48,935	64,594	32.00%
Junior colleges, public and private	611200	1.45%	46,336	50,439	8.86%
Insurance agencies and brokerages	524210	1.36%	43,651	48,643	11.44%
Accounting, tax preparation, bookkeeping, and payroll services	541200	1.35%	43,237	55,570	28.53%
Depository credit intermediation	522100	1.23%	39,275	39,448	0.44%